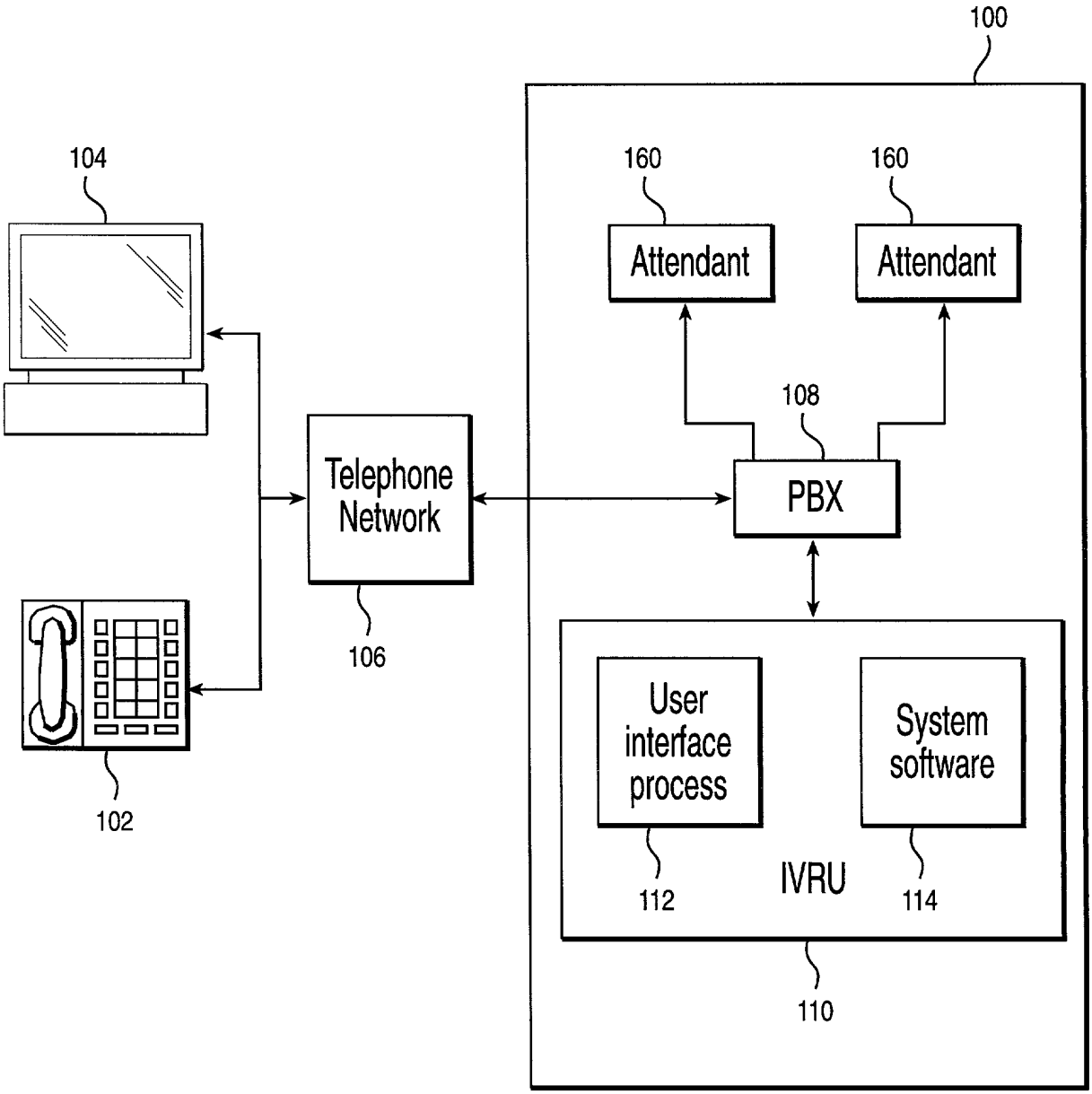

100
104
160
160
Attendant
Attendant
108
Telephone Network
PBX
106
User interface process
System software
IVRU
102
112
114
110

FIG. 1

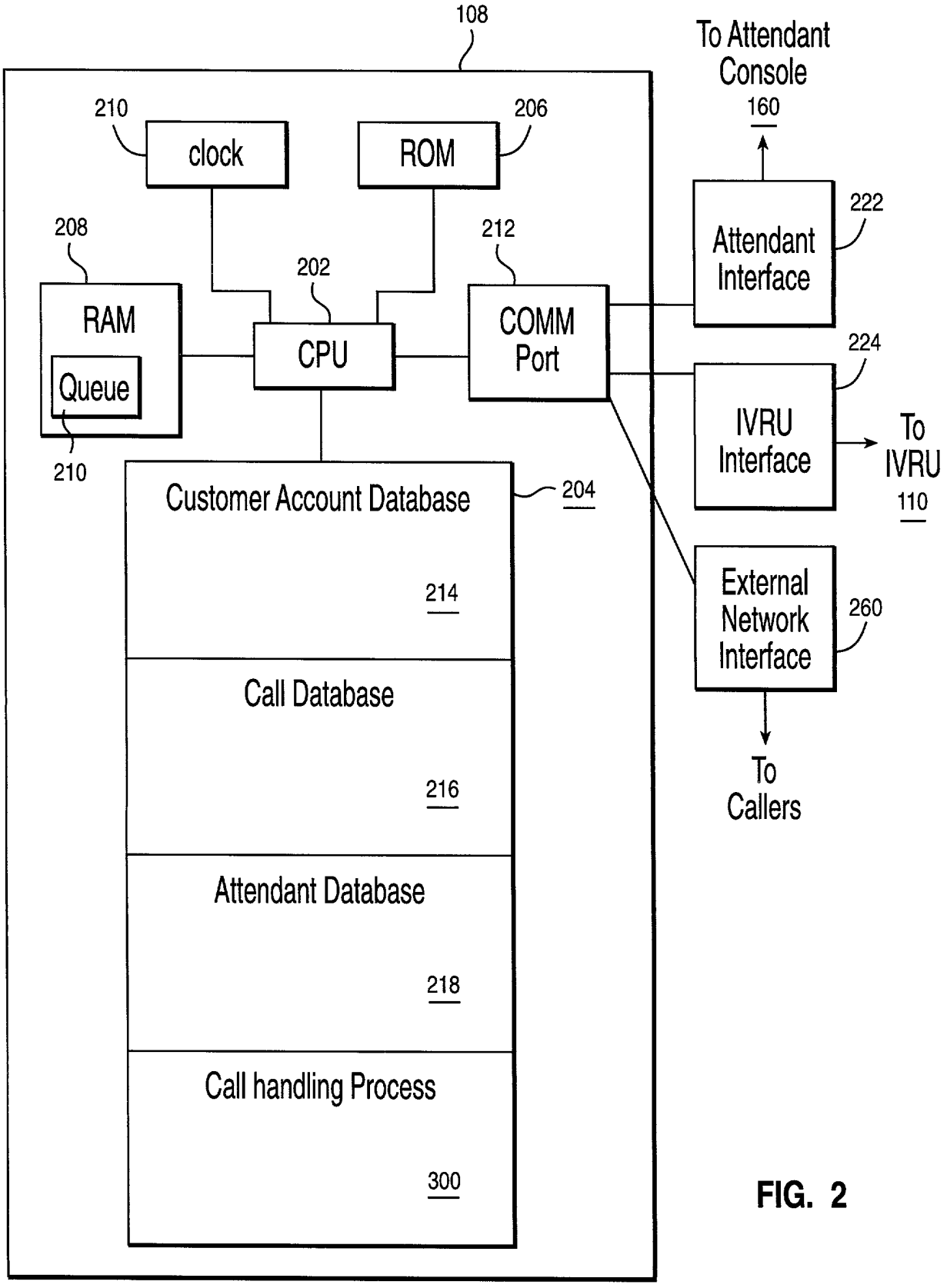

108
To Attendant Console
160
210
clock
206
ROM
208
RAM
Queue
210
202
CPU
212
COMM Port
222
Attendant Interface
224
IVRU Interface
To IVRU
110
External Network Interface
260
To Callers
Customer Account Database
204
214
Call Database
216
Attendant Database
218
Call handling Process
300

FIG. 2

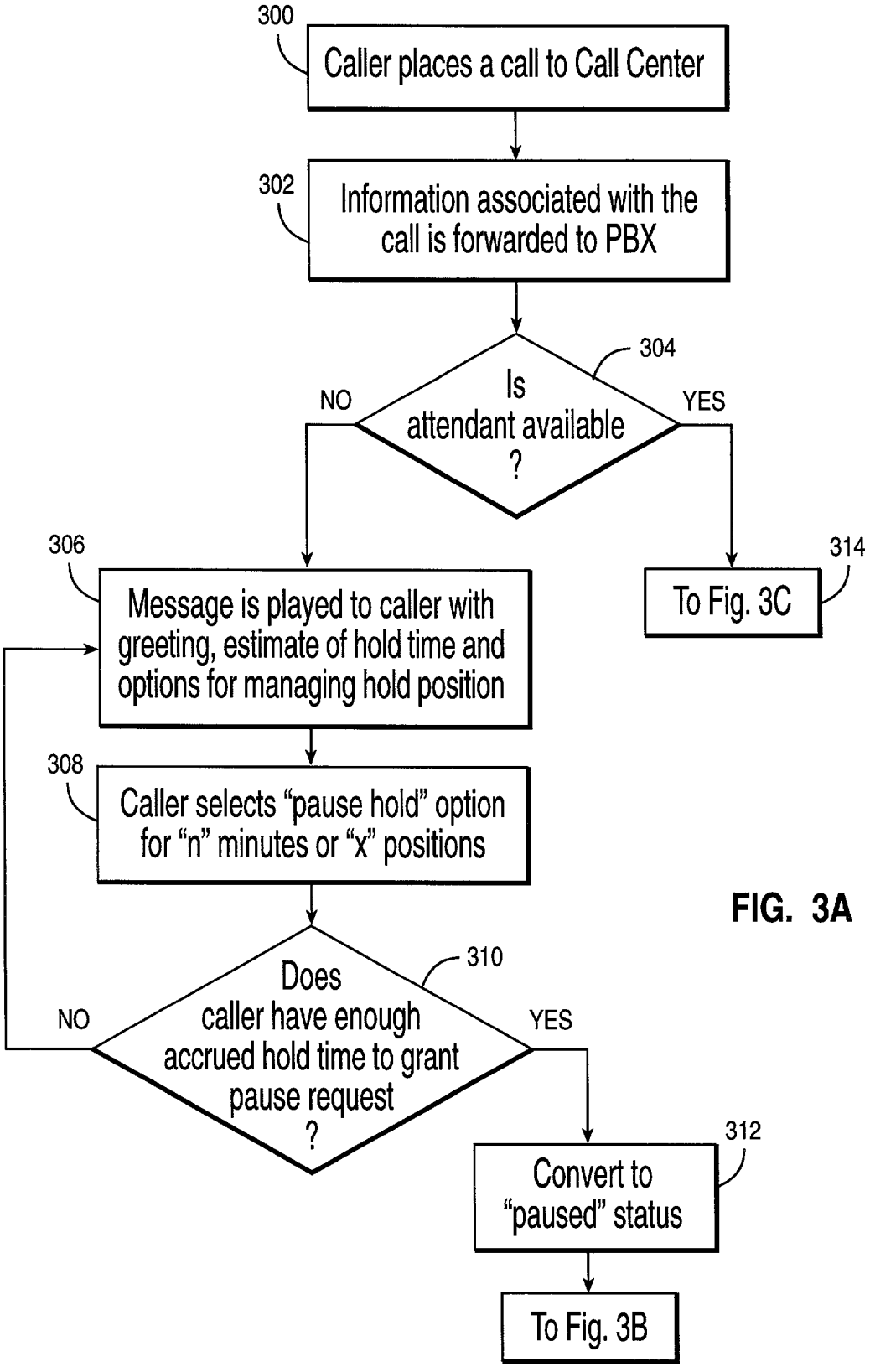

300
Caller places a call to Call Center
302
Information associated with the call is forwarded to PBX
304
Is attendant available ?
NO
YES
306
Message is played to caller with greeting, estimate of hold time and options for managing hold position
308
Caller selects "pause hold" option for "n" minutes or "x" positions
310
Does caller have enough accrued hold time to grant pause request ?
NO
YES
312
Convert to "paused" status
To Fig. 3B
314
To Fig. 3C

FIG. 3A

FIG. 3B

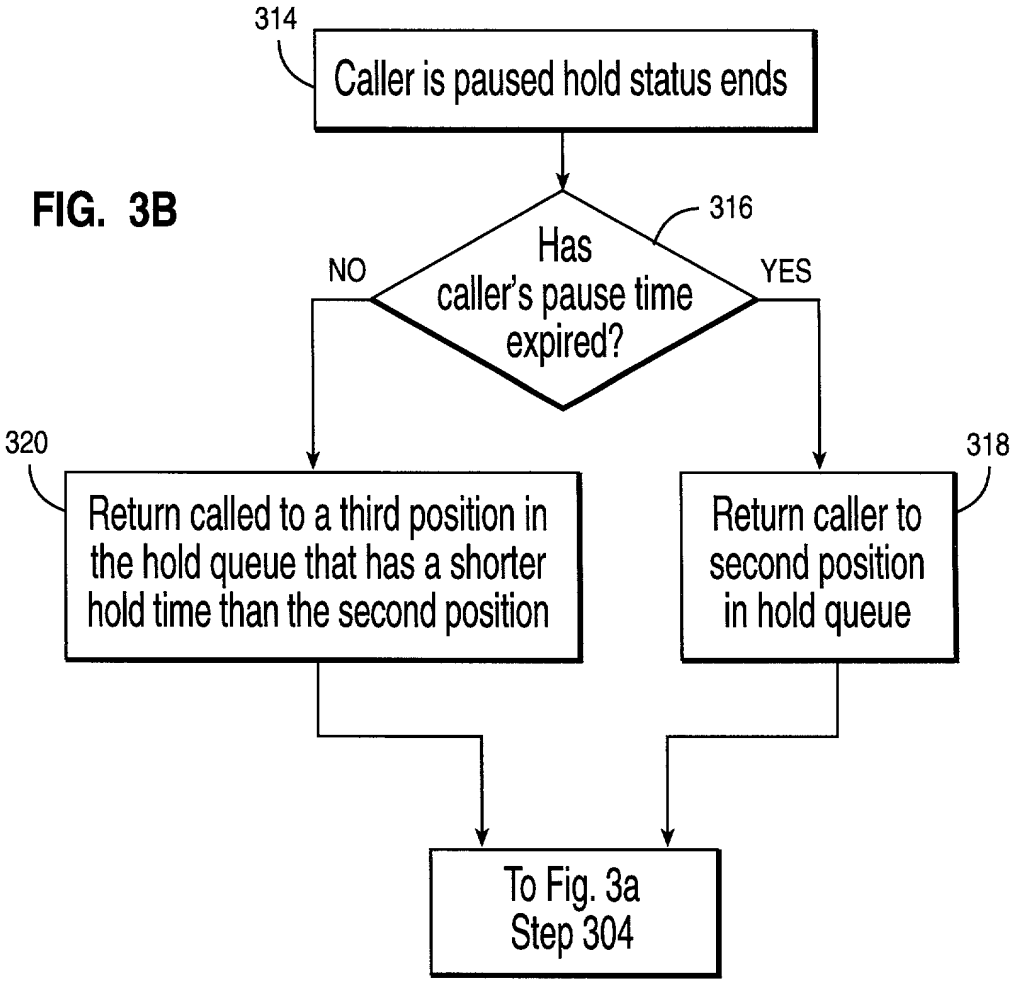
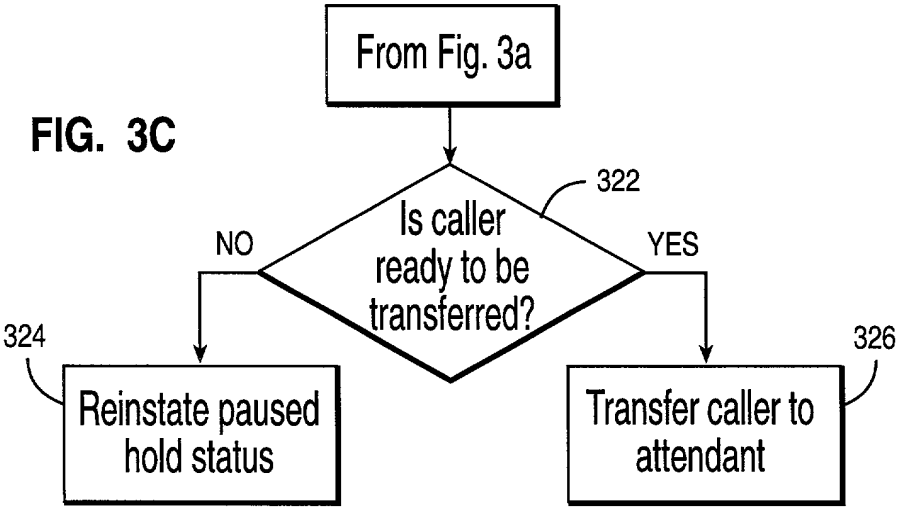

314
Caller is paused hold status ends
316
Has caller's pause time expired?
NO
YES
320
Return called to a third position in the hold queue that has a shorter hold time than the second position
318
Return caller to second position in hold queue
To Fig. 3a Step 304

FIG. 3C


From Fig. 3a
322
Is caller ready to be transferred?
NO
YES
324
Reinstate paused hold status
326
Transfer caller to attendant

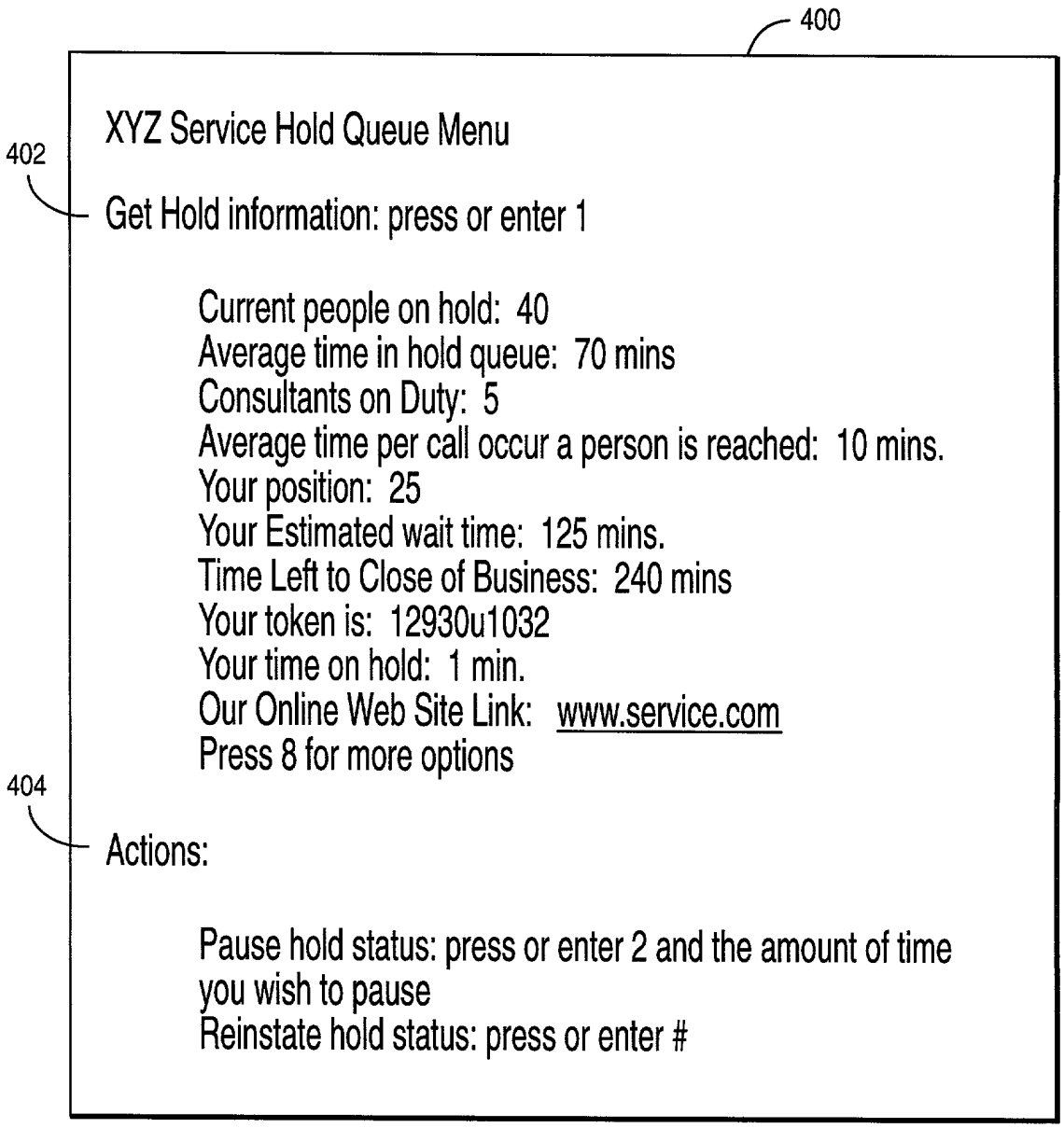

400
XYZ Service Hold Queue Menu
402
Get Hold information: press or enter 1
Current people on hold: 40
Average time in hold queue: 70 mins
Consultants on Duty: 5
Average time per call occur a person is reached: 10 mins.
Your position: 25
Your Estimated wait time: 125 mins.
Time Left to Close of Business: 240 mins
Your token is: 12930u1032
Your time on hold: 1 min.
Our Online Web Site Link: www.service.com
Press 8 for more options
404
Actions:
Pause hold status: press or enter 2 and the amount of time you wish to pause
Reinstate hold status: press or enter #

FIG. 4

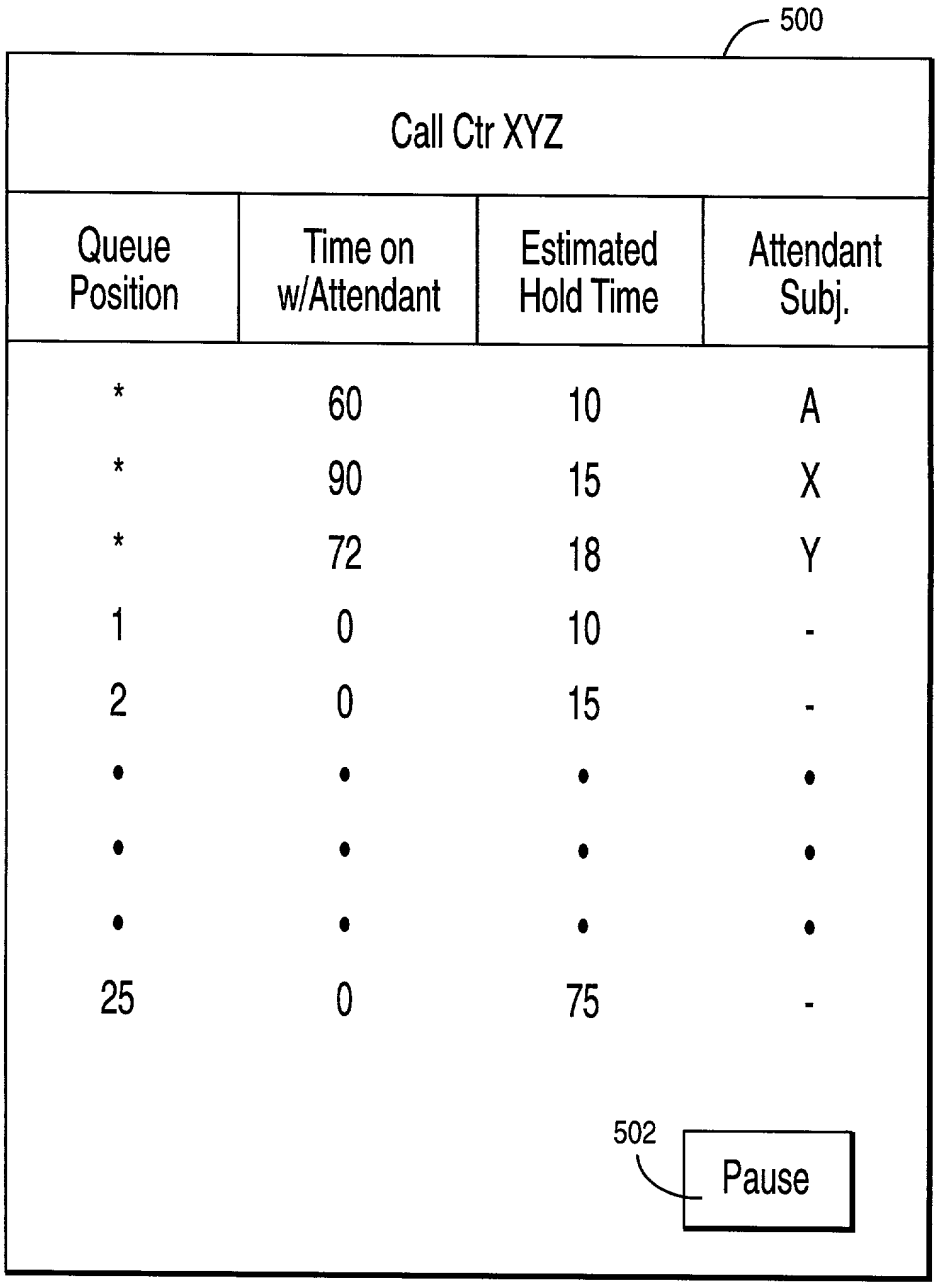

500
Call Ctr XYZ
Queue Position
Time on w/Attendant
Estimated Hold Time
Attendant Subj.
* 60 10 A
* 90 15 X
* 72 18 Y
1 0 10 -
2 0 15 -
25 0 75 -
502
Pause

FIG. 5